

E. 01345A-08-0426



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED]

AUG 27 12:51

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion **No.** 2008 70967

Date: 8/25/2008

Complaint Description: 19J All - Sale of Assets
N/A Not Applicable

First:

Last:

Complaint By: **Melanie**

McKenna

Account Name: [REDACTED]

Home: [REDACTED]

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: n/a

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

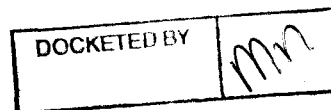
8/25

DOCKET NO. E-01345A-08-0426

Arizona Corporation Commission
DOCKETED

AUG 27 2008

From: Melanie McKenna [mailto:[REDACTED]]
Sent: Saturday, August 23, 2008 5:24 PM
To: Utilities Div - Mailbox
Subject: Opposition to APS Application to move service to ED3



Hello,

I live on a lovely acre in Maricopa. My husband and I are professionals who commute to Phoenix each day. In our experiences with the purchase of this home, we encountered many instances where we have been treated like 'second class' citizens because of our home choice, although we are very pleased with our home. We had to contact the Corporation Commission in order to get phone service installed here several years ago because Qwest initially refused to do so.

Today we have received a letter from APS explaining that they have applied to have our area's electric service taken over by ED3. We have had several power outages during storms over the last few years. APS has been able to restore service in a short amount of time. They have many resources as the because of the size of their company. Our concern is that a tiny company that has less than 18,000 customers will not be able to provide 24 hour contact service during power outages or will be able to restore service in a timely manner. In our case, our well is also included in this agreement. Four families share that well and delays in service mean not only no power, but no water as well. I am sure that many families in the area are in similar situations.

ED3 has no record with the Better Business Bureau. While they have a website, there is little information about that company available on it. It certainly feels like we are being pushed off to a tiny company that doesn't even provide power that may or may not be reliable. Ironically, they purchase their power from APS and have a monthly PPCA. According to ED3 'The PPCA acts as a mechanism to pass along actual changes in power costs on a monthly basis.'

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Can you imagine getting a bill each month in which you wouldn't know how much your rate would be? When we purchased our home we were comfortable with the fact that we had utilities provided by a major provider. In this economic climate we obviously aren't in a position to sell our home if we don't like this change. In fact, we are helpless and depend on your commission to protect and serve utility consumers. How is it even possible that they can charge a different rate each month when APS and SRP must go through your commission to get rate changes approved? I bet it's because they are not the provider. It would be another matter entirely if this were a switch from APS to SRP because SRP is actually a provider. Please do not put us and 3999 other customers in this terrible position!

Thank You,

Melanie McKenna
Devin McKenna
Barbara J. Irvine
Well Owners
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/25
August 25, 2008

RE: ARIZONA PUBLIC SERVICE CO. AND ED-3

Dear Ms. McKenna:

Your email regarding the Arizona Public Service Co. ("APS") application for approval to sell certain facilities in Pinal County and for deletion from its Certificate of Convenience and Necessity certain areas in Pinal County will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters and emails received from customers will assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its application attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed application. If you should have any questions relating to this issue, please call me [REDACTED] or use the in-state toll free number of (800) 222-7000.

Sincerely,

Trish Meeter

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Consumer Service Analyst
Utilities Division
End of Comments

Date Completed: 8/25/2008

Opinion No. 2008 - 70967
